



Bart L. Graham
Commissioner

State of Georgia
Department of Revenue
Administrative Division – Human Resources
Suite 2225
1800 Century Boulevard
Atlanta, Georgia 30345-3205
(404) 417-2140

Linda Osborne-Smith
Director

January 5, 2006
DIVISION DIRECTOR TAXPAYER SERVICES DIVISION
Announcement Number 001-06
Unclassified position #00157971

JOB DUTIES

The Taxpayer Services Division Director works under broad supervision and reports to the Commissioner. This position manages Taxpayer Services for the Georgia Department of Revenue. It is responsible for overseeing the administration of Individual Income Tax, Withholding Tax, Corporate Income and Net Worth Tax, Sales and Use Tax, and Motor Fuel Tax Laws and Regulations imposed on individuals, fiduciaries and corporations. It oversees the management of all taxpayer protests. It oversees the registration and licensing of all business and individual tax accounts and maintains a registration system on all taxpayers. It manages the Accounts Receivable and Payable of all accounts for Income Tax, Withholding Tax, Corporate Tax, Sales and Use Tax, and Motor Fuel. It oversees the Divisions taxpayer assistance call center and walk-in programs. It manages the budget and resources for the Division. It directs a division of 275 employees in management, professional, technical and clerical positions in taxpayer services and is responsible for the development of annual staff goals.

MINIMUM QUALIFICATIONS

- Completion of a Bachelor's degree in Business Administration, Public or Governmental Administration, Accounting, Auditing, Taxation, or a closely related field from an accredited four-year college or university.
- Five years of professional level management experience, which included supervision of professional and technical staff.
- Strong management skills.
- Excellent customer service and communication skills.
- Excellent interpersonal, analytical and project management skills.
- High level ability to build positive relations with managers, co-workers and employees and to resolve conflicts and problems.

PREFERRED QUALIFICATIONS

- Completion of a Master's degree in Business Administration, Public or Governmental Administration, Accounting, Auditing, Taxation, or a closely related field from an accredited college or university.
- Three years of professional level experience in the management of a taxation program in state or federal government.
- Two years of experience supervising or managing a tax unit or section in the Georgia DOR.
- Two years of experience managing a call center.
- Good working knowledge of the Georgia DOR tax systems.
- Broad knowledge of the Georgia DOR agency wide tax policies and operations.
- Broad knowledge of Georgia DOR tax types.
- Working knowledge of all applicable laws, statutes, etc. governing taxation in the state of Georgia.
- Working knowledge of the governmental budgetary process.

LOCATION, ANNUAL SALARY RANGE, AND BENEFITS

Position is located in Atlanta, Georgia. The annual salary range is \$75,000.00 - \$110,000.00 depending upon qualifications and experience. This position will include the full State of GA benefits package.

HOW TO APPLY AND APPLICATION DEADLINE

Announcement is open to all applicants who meet minimum qualifications. Application is to be made using a resume or the Georgia Merit System application. If one is not available to you, call (404) 417-2140 and an application will be mailed to you. The application is also available on the Internet at www.gms.state.ga.us/jobinfo/stgaapps.htm. Submit two (2) copies of your completed resume or Georgia Merit System application to the Department of Revenue, Human Resources Office, 1800 Century Boulevard, NE, Suite 2225, Atlanta, Georgia 30345-3205 or Demetria.Harris@dor.ga.gov. **Applications will be received until position is filled.**

Note: If you require an accommodation due to disability for any part of the employment process, contact the Human Resources Office at (404) 417-2140 (Voice) or (404) 417-2160 (TDD).